GFI Product Manual

GFI FaxMaker™

Fax device installation manual

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1 Installing fax devices

1.1 Which fax devices to use with GFI FaxMaker?

GFI FaxMaker can use many fax devices, including modems. GFI however highly recommends investing in a professional fax server device such as a Brooktrout TR 114, TR 1034 or Trufax fax board, an EICON DIVA PRO/SERVER ISDN fax card or an AVM B1 ISDN fax card.

These devices are far superior to a modem or multi-port modem in terms of reliability and transmission speed. Modems can be unreliable, requiring regular resets, and are frequently not compatible with all fax machines; this often results in failed faxes. The chipset used is an important factor; however, since modem manufacturers constantly change chipsets it is difficult to recommend a particular model or brand.

In terms of cost, a Brooktrout Trufax, EICON or AVM card is relatively inexpensive: only marginally more expensive than using 2 modems. Depending on what card you choose, you also get more fax features - for example, inbound routing or faster 33.6 faxing. The slight increase in cost is easily justified in terms of reliability and reduced administration!

For the most up to date list of supported fax devices, refer to:

http://kbase.gfi.com/showarticle.asp?id=KBID001220.

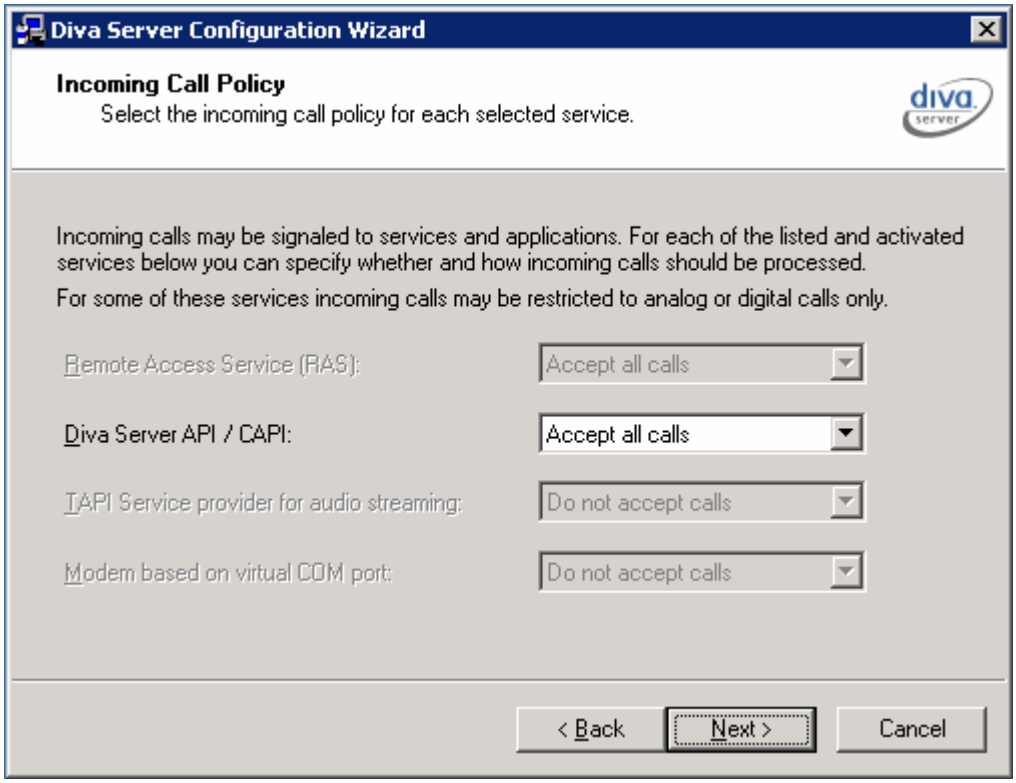
1.2 Installing an Eicon Diva Server ISDN Adapter

The Eicon Diva Server Adapter should be installed into the server as per the installation instructions provided with the card. The list of currently supported EICON cards is available online at http://kbase.gfi.com/showarticle.asp?id=KBID001220.

The latest drivers, installation guides and support for the Eicon product range is available from the Eicon website at http://www.eicon.com.

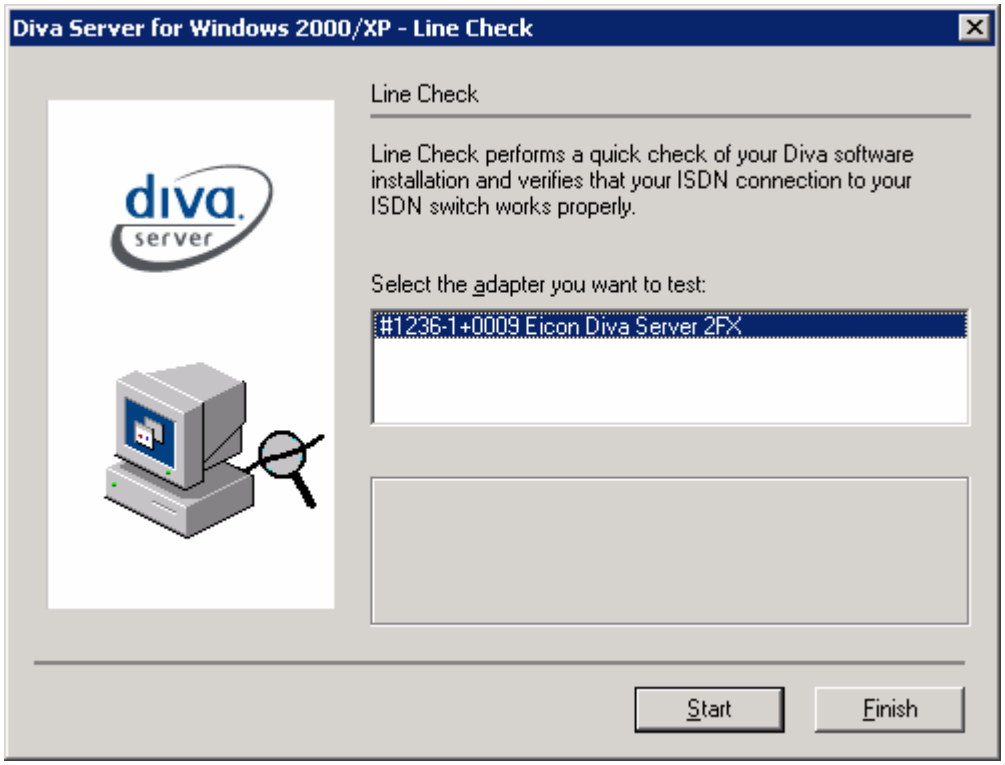
NOTE: Current Eicon adapters are Universal PCI (3.3/5 volts), however always check the technical details of the adapter to make sure the adapter is suitable for the server hardware.

GFI FaxMaker uses CAPI (Common ISDN Application Programming Interface - www.capi.org) to interface with supported EICON (&AVM) ISDN cards. CAPI support is provided by installing the Eicon Diva Server software and drivers.



Screenshot 1 - Diva Server Configuration Wizard: - Configuring CAPI to answer all calls.

Installing the Eicon Diva Server software on the server will launch the Diva Server Configuration Wizard. First choose the ISDN switch type that is used by your country and then configure CAPI to 'Accept all incoming calls'.



Screenshot 2 - Diva Server Line Check: Test the ISDN service using this utility from the start menu.

After running the Eicon Diva Server Configuration wizard you should restart the server. Then run a line check using the Diva Server Line Check utility included with the Diva Server software. If the line check passes you can continue with installation of FaxMaker. An unsuccessful line check will return an error code which can be referenced on the Eicon technical support website for the cause and a list of possible solutions.

NOTE: You can use the Eicon Diva Server Configuration Manager utility to setup advanced configurations such as sharing the Eicon Adapter between FaxMaker and Routing and

Remote Access for dial-up access. For further information on this consult the Eicon documentation.

1.3 Installing a Brooktrout Fax Board

The list of currently supported Brooktrout cards is available from http://kbase.gfi.com/showarticle.asp?id=KBID001227. Installation guides, product documentation and support are available from the Dialogic Technology website at http://www.dialogic.com/default.htm.

NOTE 1: The current Brooktrout boards are Universal PCI (3.3/5 volts); however always check the technical details of the adapter to make sure it is suitable for the server hardware. Old TR114 Boards can only be installed in 5v slots.

NOTE 2: You must always install GFI FaxMaker software before installing Brooktrout or Trufax drivers. For more information refer to the 'Installing GFI FaxMaker' chapter in the user manual.

NOTE 3: Ensure that the correct Brooktrout card driver is installed. For more information on Brooktrout drivers refer to http://kbase.gfi.com/showarticle.asp?id=KBID001228.

1.3.1 Brooktrout TR1034 or Trufax ISDN cards

The Brooktrout TR1034 cards are the latest fax cards from Dialogic Technology. To install the card:

1. Switch off the computer where you want to install the Brooktrout Fax card. Plug in the card following the instructions supplied with the hardware.

2. Restart the computer. Ignore any '*Add New Hardware*' wizard dialog by pressing **Cancel**.

3. Navigate to <*GFI installation folder*>\brooktrout\

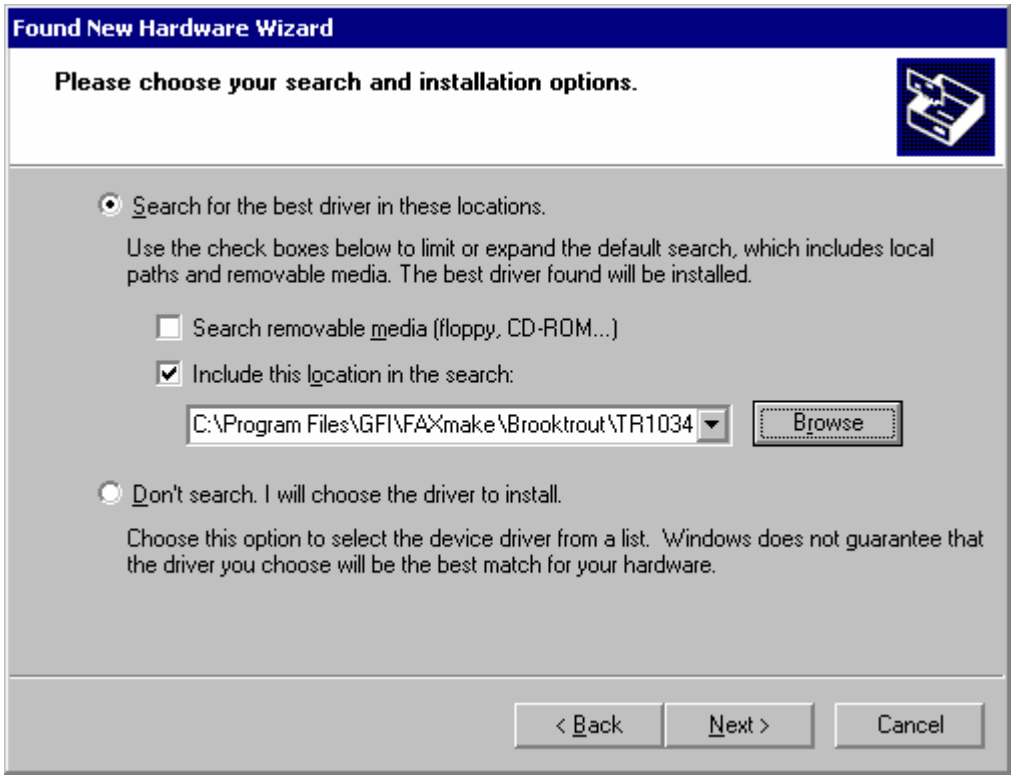
4. Double click the executable file **brooktrout_tr1034.exe**.

5. In the Welcome dialog, click **Next**. In the End User License Agreement dialog select the "*I accept the agreement*" option and click **Next** to continue installation.

6. Set to the path where GFI FaxMaker is installed. If require changing the default installation path, clicking **Browse** and specify the required path; else continue with the installation, by clicking **Next**.

7. Click **Install** to install drivers and click **Finish** to finalize driver installation.

NOTE: If the installation has detected existing Brooktrout drivers on the computer, you are asked to reboot your computer. This is required just in case the mentioned drivers where being used (i.e. were locked) and could not be replaced with the newly installed drivers.



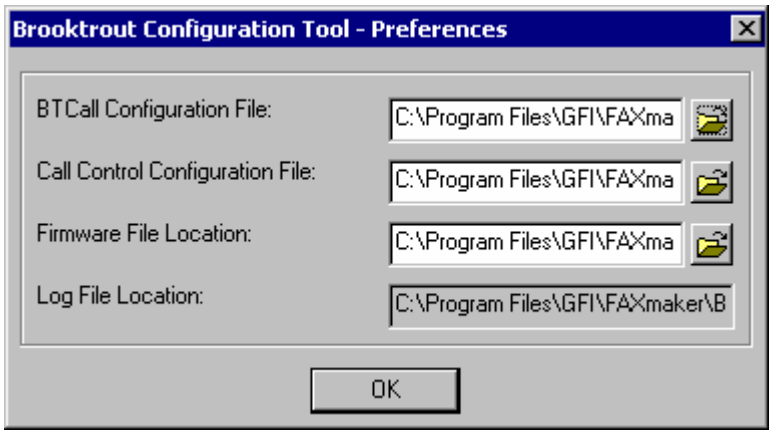
Screenshot 3 - Add New Hardware wizard: Search and install options dialog

8. Go to **Control Panel ► Add New Hardware**. Select '*Include this location in the search*' and provide the path where you have installed the Brooktrout TR1034 drivers. If you have opted to install the drivers in the default path, you should find these drivers in the same path where GFI FaxMaker is installed; else you should specify the same location that you have used in step 6 of this installation.

Screenshot 4 - Confirm installation of unsigned drivers

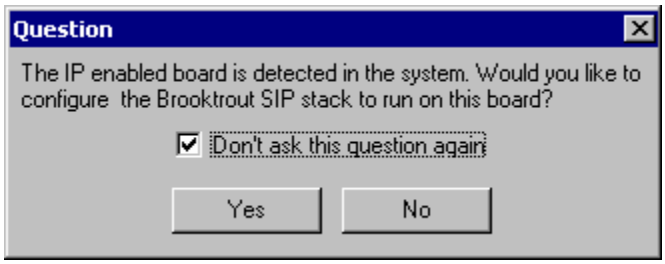
9. Confirm the installation of uncertified drivers. Click **Yes** to proceed and install the new hardware.

10. Go to **Start ► All Programs ► GFI FaxMaker Brooktrout TR1034 Drivers ► Brooktrout Configuration Tool**.



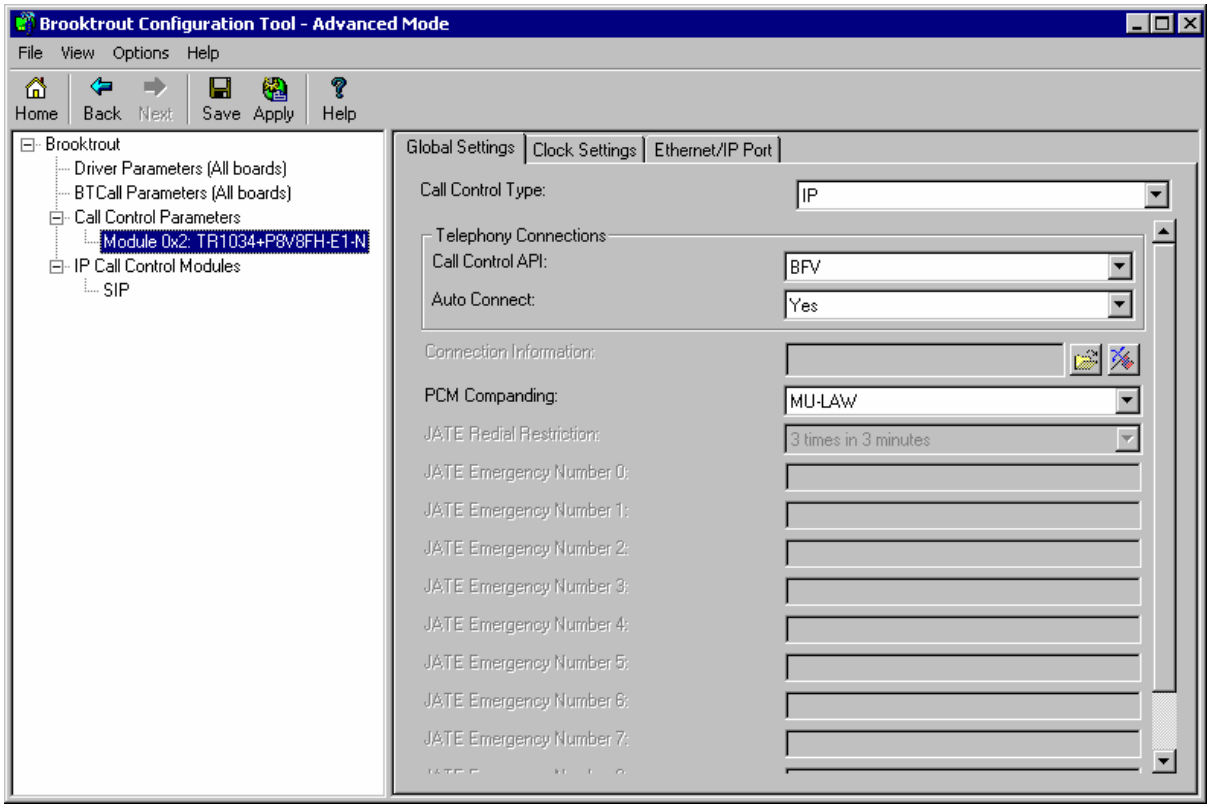
Screenshot 5 - Configuration tool preferences dialog

11. Click **Next** and confirm the file paths. Click **OK** to proceed with setup.



Screenshot 6 - Configure Brooktrout SIP stack

12. If you have an IP enabled fax card, you will be asked to configure the Brooktrout SIP stack (i.e. FOIP - Fax over IP). Click **Yes** to proceed to the main configuration tool dialogs.



Screenshot 7 - Brooktrout configuration tool window

13. Check that the settings match your setup. If you did not make any configuration changes (i.e. you have left all settings as default), click **Apply** and close the Brooktrout Configuration tool. If you need configuration assistance, you can refer to the help included in the configuration tool.

NOTE 1: If the drivers do not work immediately when you start the GFI FaxMaker Fax Server or some lines refuse to send or receive, please reboot the computer.

NOTE 2: If an analog board refuses to dial out, make sure that the 'Tone Dialing' option is enabled for the line in the **GFI FaxMaker Configuration ► Lines/Devices** node.

NOTE 3: If using multiple Brooktrout boards in one chassis, make sure that they are of the same type. Having different Brooktrout boards in one chassis is not a supported setup. Also make sure that the rotary switch on the Brooktrout boards are setup in as sequential numbers starting from 2. I.e.: Module 1 rotary switch set to 2, Module 2 rotary switch set to 3, etc...

1.3.2 If using a Brooktrout TR114 or Trufax analog card:

1. Switch off the computer where you want to install the Brooktrout Fax card. Plug in the card following the instructions supplied with this hardware.

2. Restart computer. Ignore any '*Add New Hardware*' wizard dialogs by pressing **Cancel**.

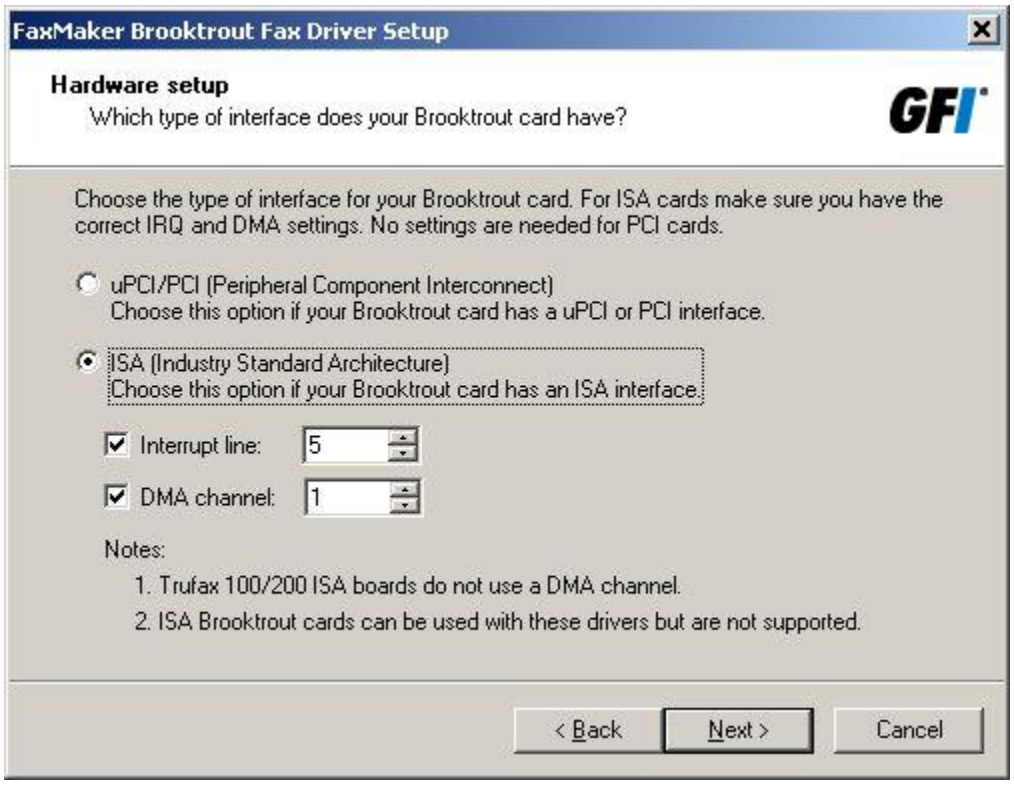
3. Navigate to <*GFI installation folder*>\brooktrout\

4. Double click the executable file **brooktrout_tr114.exe**.

5. The Brooktrout driver setup will start by displaying the welcome dialog. Click **Next** to proceed with installation.

6. In the End User License Agreement dialog, select the "*I accept the agreement*" option and click **Next**. This will launch the welcome screen of the second wizard which will guide you through the rest of the installation process. Click **Next** to continue installing the TR114 driver.

7. Set to the path where GFI FaxMaker is installed. If require changing the default installation path, clicking **Browse** and provide the required path; else continue with the installation, by clicking **Next**.



Screenshot 8 - Define if your Fax card interface is PCI or ISA

8. On Windows 2000 computers, you are asked to specify if the installed fax card is ISA or PCI. If you have an ISA board, select the ISA (Industry Standard Architecture) option and ensure that the Interrupt line and DMA channel values are set correctly. Click **Next** to proceed with the installation.

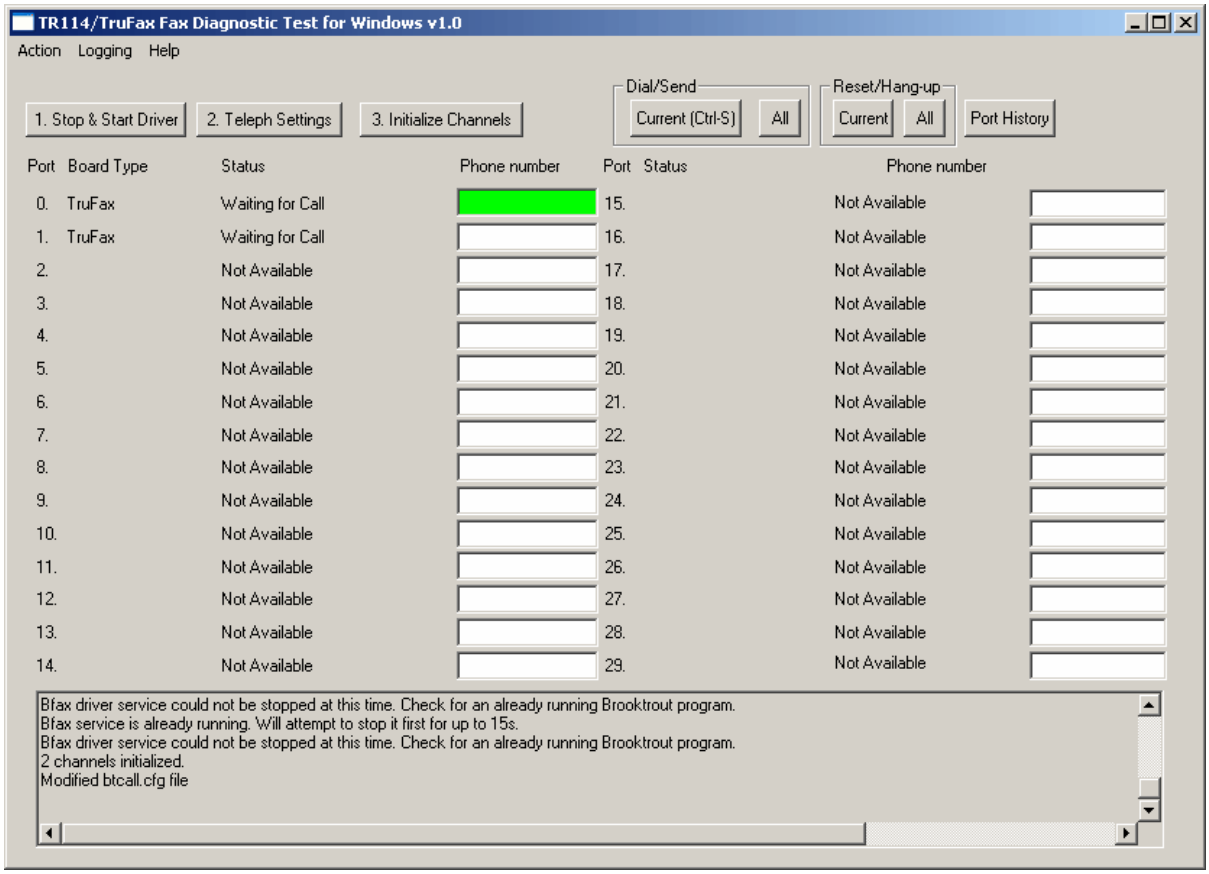
9. Once the drivers are installed, GFI FaxMaker is ready to detect your Brooktrout card and its relative communication channels. Click **Start** to start the detection process.

NOTE: If an error occurs or no channels are detected, click **Back** to retry and launch again the detection process. If the problem persists, refer to the 'Troubleshooting Brooktrout Cards' section.

10. On completing the card detection process, click **Next** and **Finish** to finalize the Brooktrout driver installation.

1.3.3 Troubleshooting Brooktrout cards

To troubleshoot any hardware installation issues, download the Brooktrout diagnostics software from Dialogic Technology and ensure the card is installed properly. If the card is not recognized or not running, contact Dialogic Technology technical support.



Screenshot 9 - Brooktrout diagnostics software

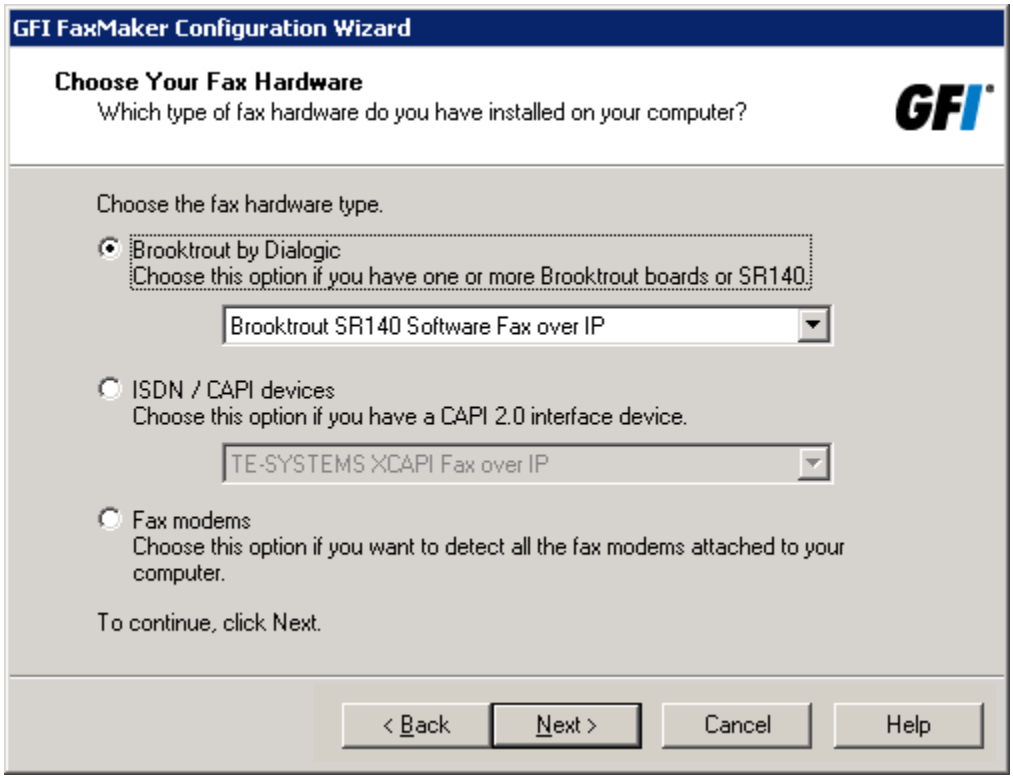
NOTE: Dialogic Technology technical support might inquire about the SDK/API version that the GFI FaxMaker TR 114 drivers use. This is BFV 4.3 SDK/API.

1.4 Installing the Brooktrout SR140 (FoIP)

The Brooktrout SR140 is a software-only Fax over IP (FoIP) solution from Dialogic Technology. To install the Brooktrout SR140 follow these steps:

1. Click on **Start ► GFI FaxMaker ► FaxMaker Configuration Wizard**.

2. In the Welcome page, click **Next** to continue. The wizard will stop the GFI FaxMaker Fax Server Service and the GFI FaxMaker Message Transfer Agent Service. Click **Next** to continue once the services are both stopped.



Screenshot 10 - Selecting the Brooktrout SR140 driver

3. Click on Brooktrout by Dialogic and select Brooktrout SR140 Software Fax over IP. Click **Next** to continue.

4. The wizard will ask you whether you want to run the FaxMaker Brooktrout TR1034 (Boston) / SR140 driver setup. Click **YES** to start the driver setup wizard.

NOTE: The Brooktrout TR1034 (Boston) / SR140 driver setup contains drivers that are made by Dialogic Technology, however Dialogic Technology relies on vendors to distribute them.

5. Setup will start by checking if there is any Brooktrout software already installed on the machine. Should it be the case, uninstall any existing Brooktrout software using the **Add/remove programs** from the **Control Panel**. After all Brooktrout software has been uninstalled, restart the Brooktrout setup again.

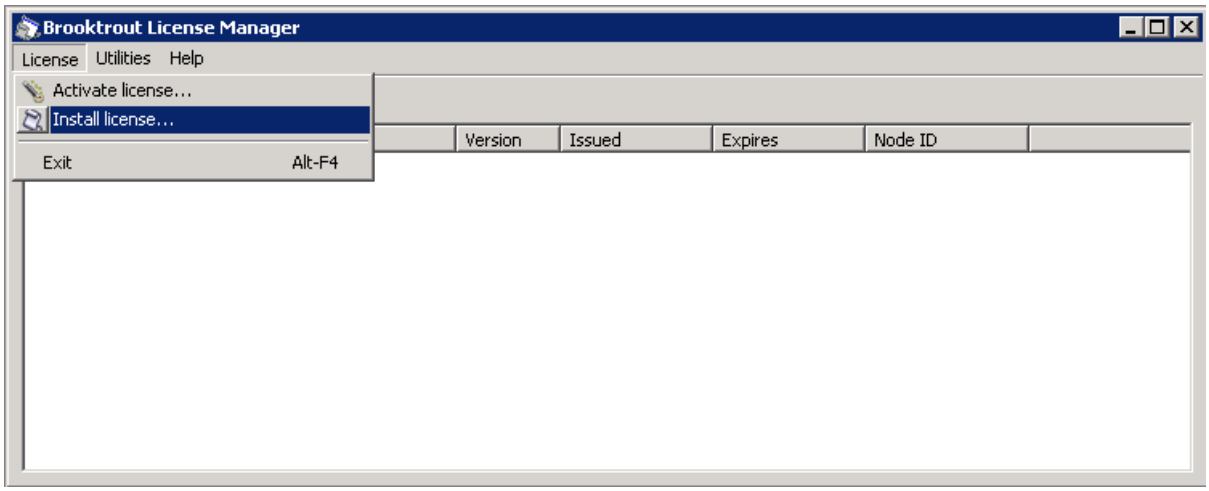
6. In the setup wizard **Welcome** page, click **Next** to continue. In the End User License Agreement page, click **I accept the agreement** and then click **Next** to continue the installation.

7. At this stage, you can specify the location where you want to install the TR1034 drivers. By default, the installation path is set to the same path where GFI FaxMaker is installed. We recommend that you install to this default location, but if you want to change the default installation path, click **Browse** and specify the required path. To continue with the installation, click **Next**.

8. In the **Ready to Install** page, click **Install**.

9. In the **Finish** page, clear the **Run Brooktrout configuration tool** check box and then click **Finish** to close the **GFI FaxMaker Brooktrout TR1034 Drivers** wizard and complete the installation.

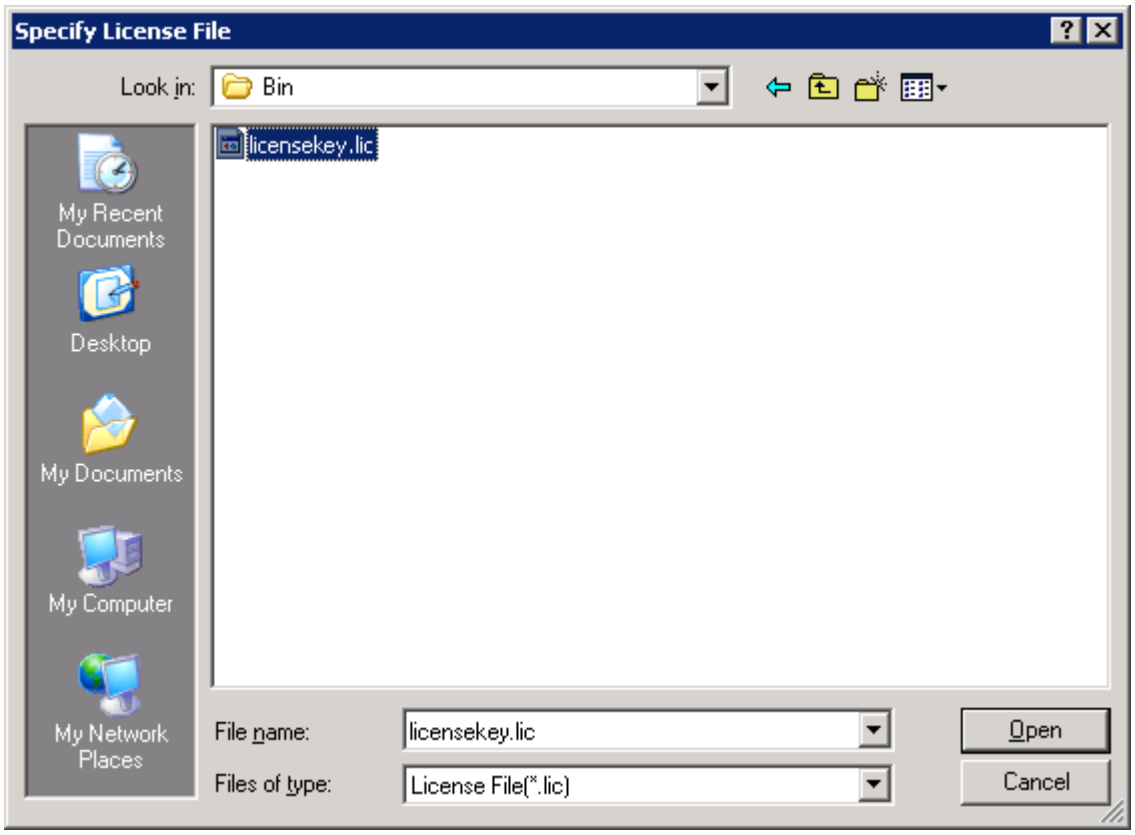
10. You now need to activate the Brooktrout SR140 by licensing it. This can be done through the Brooktrout License Manager. To start the Brooktrout License Manager, from the **Start** menu click on **All Programs ► GFI FaxMaker Brooktrout TR1034 Drivers ► Brooktrout License Manager.**



Screenshot 11 - Brooktrout License Manager

NOTE: If you do not have a Brooktrout SR140 license yet, from the **License** menu select **Activate License** to contact Dialogic Technology.

11. From the **License** menu click **Install License**.



Screenshot 12 - Selecting the license file

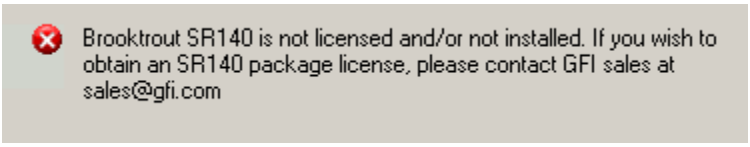
12. From the **Specify License File** dialog box, select the *.lic file provided by Dialogic Technology and click **Open**.

13. The Brooktrout License Manager will display the details of the license key you provided. To close the Brooktrout License Manager click **Exit** from the **License** menu.

NOTE: To use the Brooktrout SR140 (FoIP) software, you must have both a license from Dialogic Technology, activated as outlined in steps 10 to 13 above, as well as a GFI FaxMaker license key that is enabled for Brooktrout SR140 usage from GFI. To obtain an SR140 usage license from GFI, please contact GFI sales at sales@gfi.com.

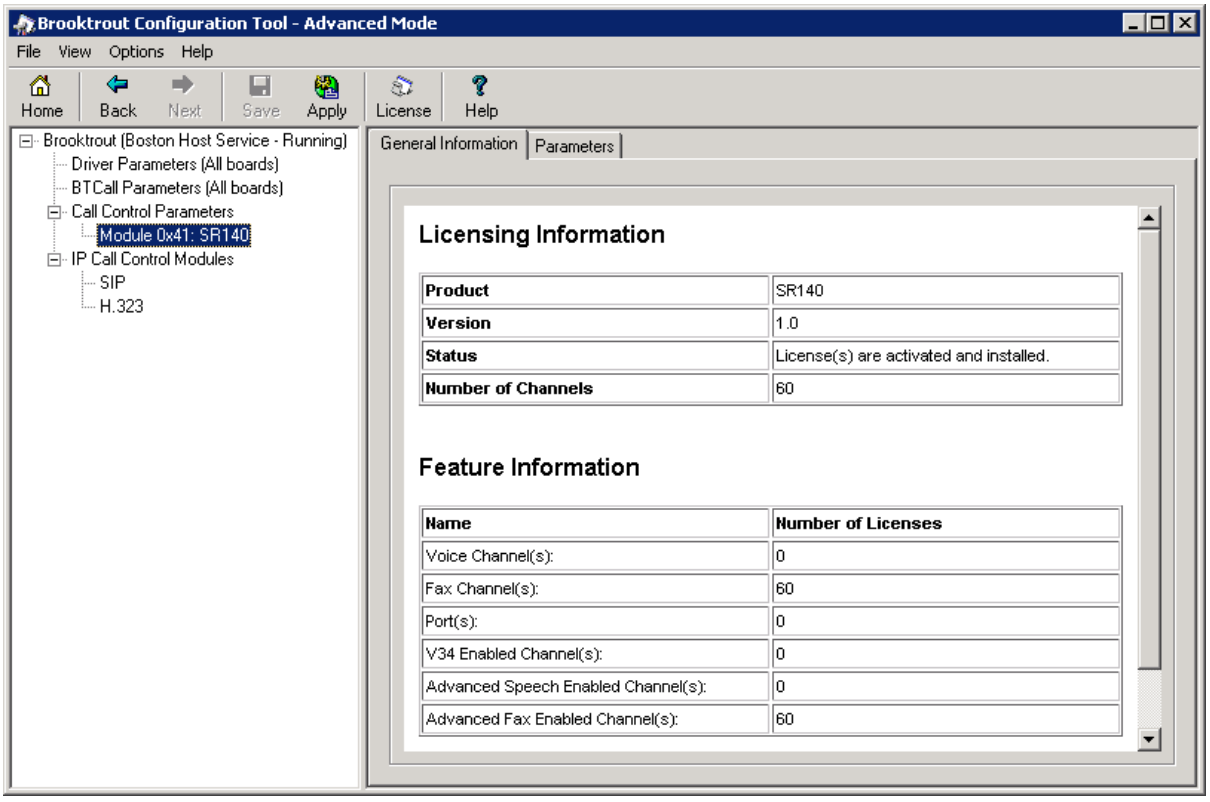
14. To determine whether you have a valid SR140 usage license both from Dialogic Technology and GFI, from the **Start** menu click on **All Programs ► GFI FaxMaker Brooktrout TR1034 Drivers ► FaxMaker Brooktrout Configuration GUI**.

Screenshot 13 - Brooktrout SR140 licensed from Dialogic Technology but not from GFI



Screenshot 14 - No Dialogic Technology license is available for the Brooktrout SR140

15. You now need to configure the Brooktrout SR140 settings from the Brooktrout Configuration Tool. To start the Brooktrout configuration tool, from the **Start** menu click on **All Programs ► GFI FaxMaker Brooktrout TR1034 Drivers ► Brooktrout Configuration Tool**.



Screenshot 15 - Brooktrout configuration tool

16. From the Brooktrout Configuration Tool check that the settings match your setup. If you need configuration assistance, you can refer to the help included in the configuration tool. Click on the **Apply** icon in the toolbar and then close the Brooktrout Configuration Tool.

17. Now that you have installed the GFI FaxMaker Brooktrout TR1034 Drivers, specified your license file and configured the Brooktrout SR140 from the Brooktrout Configuration Tool, you need to configure the GFI FaxMaker lines that will be associated with the Brooktrout SR140 (FoIP). To do so, from the **FaxMaker Configuration Wizard** click **Configure lines**. For more information on how to configure GFI FaxMaker lines, refer to the 'Setting up fax lines for the Brooktrout SR140' in the 'Configuring Fax lines' chapter.

18. Continue the **FaxMaker Configuration Wizard** to start the GFI FaxMaker Fax Server Service and the GFI FaxMaker Message Transfer Agent Service. On the **Finish** page, click **Finish** to close and complete the **FaxMaker Configuration Wizard**.

NOTE: If the drivers do not work immediately when you start the GFI FaxMaker Fax Server or some lines refuse to send or receive, please reboot the machine.

1.5 Installing XCAPI

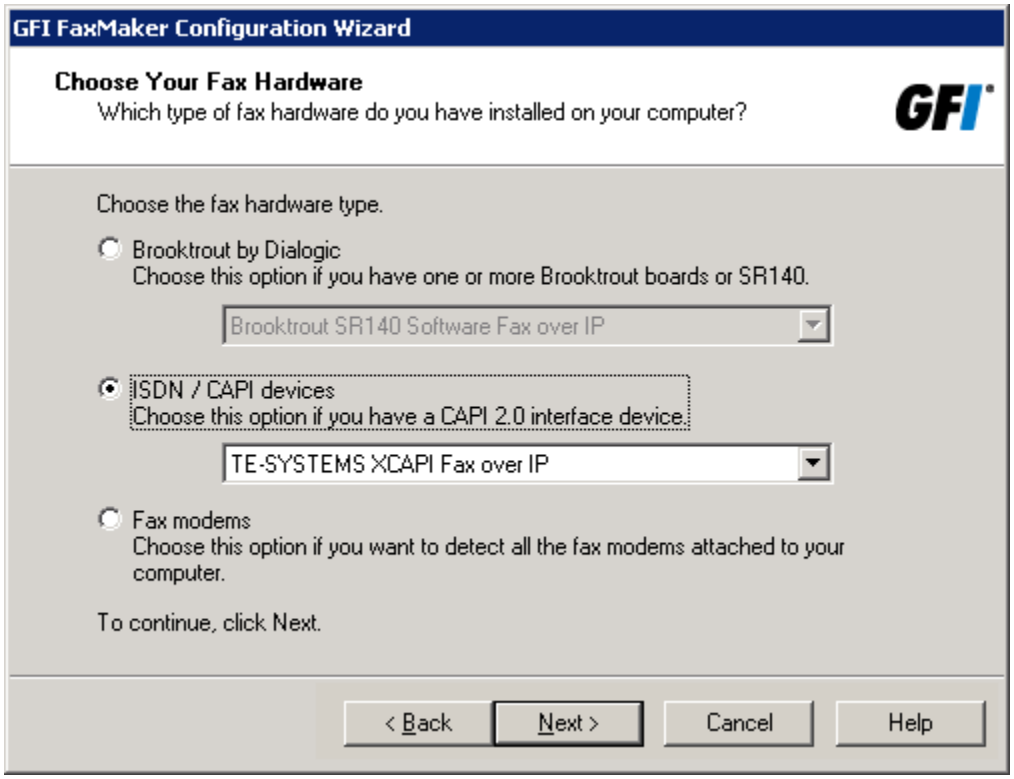
XCAPI is a software-only Fax over IP (FoIP) solution from TE-SYSTEMS. This section explains how to install XCAPI on your GFI FaxMaker server

1.5.1 Installing XCAPI

Install XCAPI during the GFI FaxMaker Configuration Wizard, either after installation, or by launching it manually from **Start ► GFI FaxMaker ► FaxMaker Configuration Wizard**.

1. In the Welcome page of the GFI FaxMaker Configuration Wizard click **Next** to continue.

NOTE: Some GFI FaxMaker services may be restarted when running the configuration wizard.



Screenshot 16 - Selecting the XCAPI option

2. Click **ISDN / CAPI devices,** and select **TE-SYSTEMS XCAPI Fax over IP**. Click **Next.**

3. Click **YES** to start the XCAPI installation wizard.

NOTE 1: XCAPI is pre-packaged with GFI FaxMaker. No additional downloads are required.

NOTE 2: Only one CAPI device can be installed on the same system. For more information, refer to:

http://kbase.gfi.com/showarticle.asp?=id-KBID003930

4. Select the language used to install **XCAPI** and click **Next**.

5. In the **Welcome** page, click **Next**.

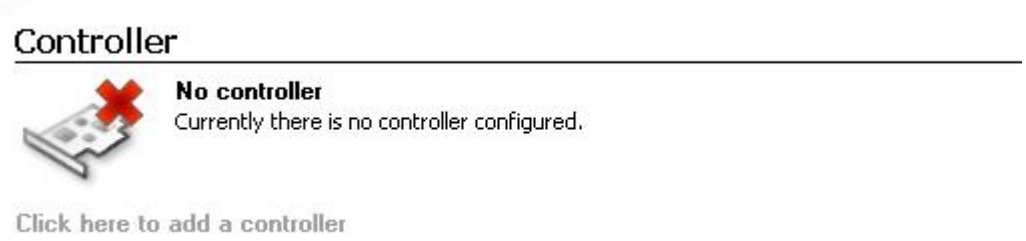
6. Click **Yes** accept the End User License Agreement.

7. Click **Next** to install XCAPI in the default location or **Browse** to select a different path.

8. Specify the Start menu program folder for XCAPI. Click **Next** to start installation.

9. Click **Finish** to complete installation.

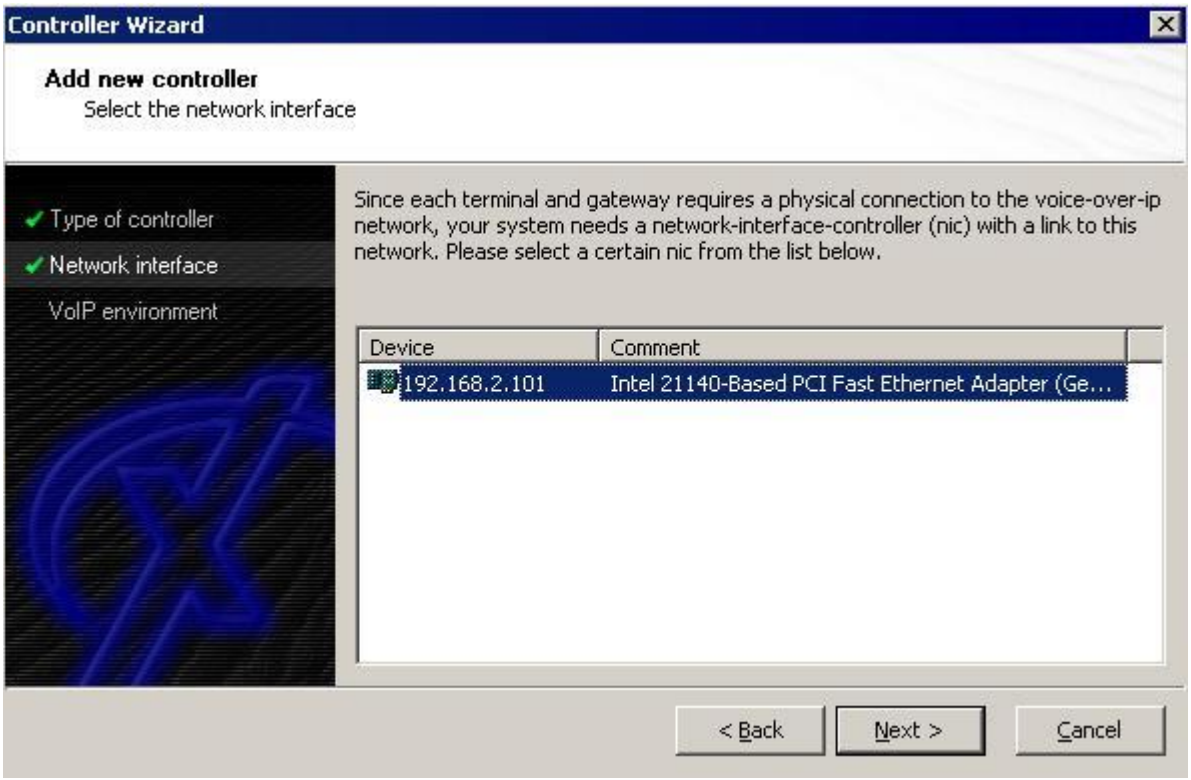
1.5.2 Adding an XCAPI FAX-over-IP controller



Screenshot 17 - XCAPI configuration

1. Open the XCAPI Configuration and from the Controller section select **Click here to add a controller** link.

2. From the Controller Wizard select **Add Voice-over-IP controller (VoIP)** and click **Next**.



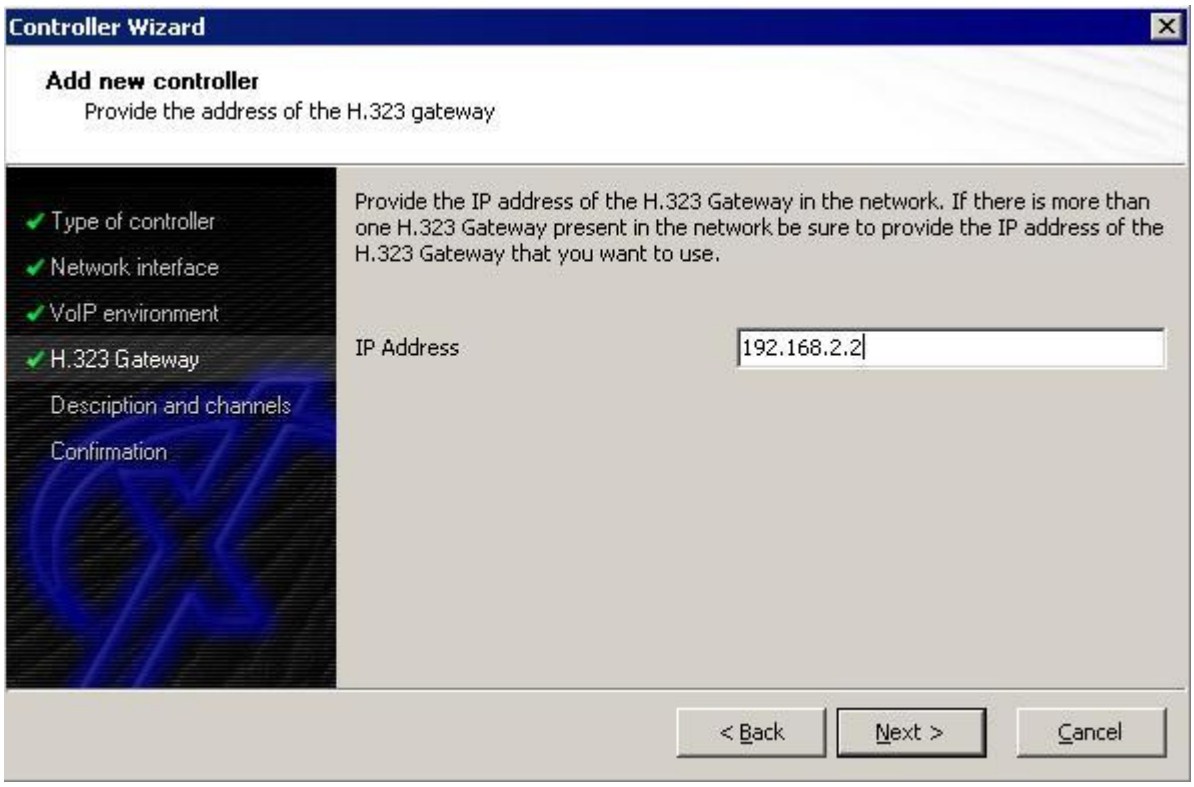
Screenshot 18 - Add a new controller

3. Select the Network Card that XCAPI will use to communicate with your VoIP Gateway.

4. Select the VoIP gateway that will be used to send and receive faxes. If the list included in XCAPI does not contain your PBX, select a compatible or one of the generic environments such as ‘H.323 Gateway’ or ‘SIP’.

NOTE: For a more information refer to the XCAPI Interoperability list available from:

http://www.te-systems.de/te_common/dodownload.php?id=1246



Screenshot 19 - Define VoIP gateway properties

5. Depending on the VoIP gateway selected, provide the properties of the VoIP gateway. Typically this consists of the IP address of the VoIP gateway and any authentication settings required by your VoIP gateway. Click **Next** to continue setup.

6. Provide a meaningful description of the newly created controller and decide how many channels should be available for GFI FaxMaker.

7. Click **Next** and **Finish** to finalize settings.

8. From the **GFI FaxMaker Configuration Wizard**, click **Configure lines** to configure fax lines.

NOTE: For more information configuring GFI FaxMaker lines, refer to the 'Setting up fax lines for XCAPI' section in the 'Configuring Fax lines' chapter in GFI FaxMaker manual.

9. Finalize the **GFI FaxMaker Configuration Wizard** as described in the 'Installing GFI FaxMaker' chapter within the GFI FaxMaker manual.

NOTE: The GFI FaxMaker machine may require a reboot if any files were locked (in use) during installation.

1.6 Installing fax modems or multi port fax boards

If you are planning to use a fax modem for faxing, you can choose to use either the GFI fax modem drivers or the fax modem drivers included in Windows 2000/2003. It mainly depends on the modem that you are using and which driver will work best. For some modems, the Windows 2000/2003 modem drivers might work better since GFI cannot offer you such a wide range of modem support as Microsoft can. If you require DTMF routing and plan to use modems (not recommended) then you must use the GFI modem drivers.

In general, GFI recommends trying both drivers with your modem and choosing the driver that works best.

NOTE 1: The Microsoft Fax modem drivers have wider modem support and 2D faxing, which can give faster fax transmission to some fax machines. You can have a maximum of 2 fax lines using Windows 2000 fax drivers and a maximum of 4 fax lines using Windows 2003 fax drivers! Windows XP only supports 1 fax line.

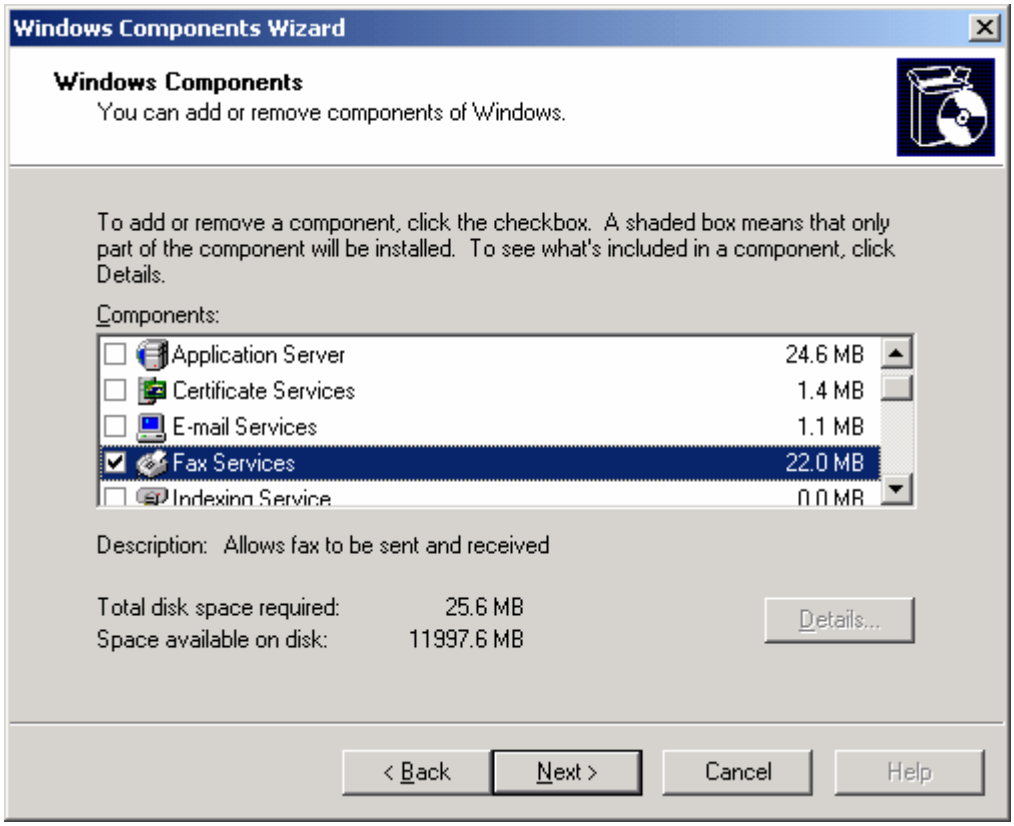
NOTE 2: For reliability ensure that you implement a high quality modem solution.

1.7 Installing modems using the GFI modem drivers

Installing a modem using GFI drivers implies just plugging in the modem. No further modem configuration is required since all configuration is done from within the GFI FaxMaker configuration. The GFI modem drivers do not use the Windows modem drivers and communicate with the com ports directly. It is therefore recommended to disable the Windows detected modems drivers in device manager to prevent other applications using the modem.

1.8 Installing modems using the windows fax drivers

If plan to use the windows fax modem drivers, you are required to install Microsoft Fax prior to configuring GFI FaxMaker, otherwise GFI FaxMaker will not detect them. To install:



Screenshot 20 - Installing Fax Services

1. Install the fax modem(s) according to the manufacturer's instructions. Update with the latest modem drivers from the manufacturer website; do not rely on the automatically detected driver of Microsoft Windows! If the modem supports fax, then windows should install the Microsoft fax service.

2. Go to **Control Panel ► Add/Remove Programs ► Add/Remove Windows components** and ensure that Microsoft Fax services are enabled.

3. Go to Control **Panel ► Administrative Tools ► Services** applet and ensure that the Microsoft Fax service ('Fax') is started and set to automatic.

4. Go to **Control Panel ► Printers and Faxes** and ensure that the Microsoft Fax printer driver is installed.

5. Send a test fax to the Microsoft Fax printer driver to ensure it is working.

6. Once you run the GFI FaxMaker set-up, the installation wizard will recognize this fax modem and you will be able to configure fax lines that use the Microsoft fax drivers.

2 Troubleshooting

2.1 Introduction

The troubleshooting chapter explains how you should go about resolving any software issues that you might encounter. The main sources of information available to users are:

- The manual - most issues can be solved by reading this manual.
- GFI Knowledge Base articles
- Web forum
- Contacting GFI Technical Support

2.2 Knowledge Base

GFI maintains a Knowledge Base, which includes answers to the most common problems. If you have a problem, please consult the Knowledge Base first. The Knowledge Base always has the most up-to-date listing of technical support questions and patches. To access the Knowledge Base, visit http://kbase.gfi.com/.

2.3 Web Forum

User to user technical support is available via the web forum. The forum can be found at: http://forums.gfi.com/.

2.4 Request technical support

If you have referred to this manual and our Knowledge Base articles, and you still cannot solve issues with the software, contact the GFI Technical Support team by filling in an online support request form or by phone.

- **Online:** Fill out the support request form on: http://support.gfi.com/supportrequestform.asp. Follow the instructions on this page closely to submit your support request.
- **Phone:** To obtain the correct technical support phone number for your region please visit: http://www.gfi.com/company/contact.htm.

NOTE: Before you contact our Technical Support team, please have your Customer ID available. Your Customer ID is the online account number that is assigned to you when you first register your license keys in our Customer Area at: http://customers.gfi.com.

We will answer your query within 24 hours or less, depending on your time zone.

2.5 Build notifications

We strongly suggest that you subscribe to our build notifications list. This way, you will be immediately notified about new product builds. To subscribe to our build notifications, visit: http://www.gfi.com/pages/productmailing.htm.

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